



## OFFICE ROLES, FUNCTIONS AND OBJECTIVES

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### **Abstract :**

In general, an office can be defined as a place or space used to carry out business activities or administrative tasks. More specifically, an office refers to a building, house, or room that functions as a work management center. This article aims to examine the role, function, and purpose of office activities. This study uses a literature study approach, with data sources obtained from the results of searching for references to books and scientific journals that discuss related topics. Office administration has a strategic position in supporting the achievement of organizational goals. Through its various functions, such as receiving, recording, managing, and conveying information and maintaining assets, office administration is an important element in ensuring the smooth operation of an organization. Optimal office management is required to be able to plan, organize, direct, and supervise office activities in a structured manner. The main purpose of office management is to provide accurate, efficient, and accountable information services and recording systems, in order to support the decision-making process, operational continuity, and service to partners and customers.

**Keywords :** Role, Function, Purpose of Office.

## INTRODUCTION

In today's era of globalization, competition in the business world is growing very rapidly and is increasingly competitive, marked by various major changes that continue to occur over time. These changes now follow the digitalization trend that characterizes the millennial era. This condition provides opportunities for not only multinational companies, but also domestic companies to compete at the national and international levels. Office management science is an important part of the management discipline that functions to control the organization's operational system in a structured and efficient manner through the application of various managerial functions. The word "office" comes from the Dutch word *kantoor*, which means a workspace where business owners and employees carry out their duties. In English, the term used is *office*, which refers to a workplace, headquarters, or room where entrepreneurs and their staff carry out operational activities. Office management itself refers to the process of planning, organizing, directing, and supervising in an organization's work environment to achieve goals effectively and efficiently. (Tausiyah Andari Nuryadi, 2023).

Office management is a process that includes planning, organizing, and controlling various office activities, including the management of human resources involved, in order to achieve organizational goals. In general, office work can be classified into two types, namely work related to administrative



writing and work that is not administrative. Thus, office management includes the management of information and data in a structured, systematic, and continuous manner, following the development of organizational activities, to ensure the achievement of organizational targets and tasks. Administrative activities or office work, also known as office work or clerical work, need to be managed with careful planning so that their implementation is efficient and effective. This management process is called office management. (Deny Sudarajat, dkk,2023).

Modern office is a work environment that is optimally designed, characterized by representative buildings according to the development of the times, well-arranged spatial planning, utilization of equipment and work equipment including furniture according to needs, and supported by a disciplined, professional workforce, and has a rational, effective and efficient mindset. In this context, office management as part of the art and science of management can be defined as a series of activities that include planning, organizing, motivating, supervising, and controlling all work related to office operations. (Baiq Rohiyatun,2020).

## RESEARCH METHOD

This study applies the literature study method, with data sources obtained through reference searches from books and scientific journals that discuss the role, function, and purpose of offices. Literature study is a research approach carried out through the collection and analysis of information from various written sources, such as books, journal articles, and other scientific publications. This method is used as a means to solve problems or develop knowledge scientifically through a systematic and logical approach. The use of literature studies in this study aims to build a strong conceptual foundation on the topic of "Roles, Functions, and Purposes of Offices." Data obtained from various references are analyzed using content analysis techniques, which are then used to draw conclusions regarding the main aspects that are the focus of the study, namely the role, function, and purpose of offices.

## FINDINGS AND DISCUSSION

### 1. Office Role

According to the Big Indonesian Dictionary (KBBI), a role is defined as a series of actions or attitudes expected of a person based on their position in the social order of society. Meanwhile, according to Mukti Fadjat ND and Yulianto Ahmad, the concept of role is a theoretical approach that examines how people's behavior is influenced by their social status. The study of role theory focuses on how people's behavior is formed and operates within their social framework. This behavior is not only in the form of reactions or responses in the form of physical actions or attitudes, but also includes verbal expressions that occur in social life. An individual's role is assessed based on the suitability between the status attached to him and the behavior expected from that status. Status refers to the position occupied by a person in a social structure, while a role is a form of

behavior that should be carried out according to that position. In a legal context, a role is seen as a manifestation of harmony between the position and social behavior carried out by individuals in society. (Mardani,2024).

Role can be interpreted as a series of behaviors or functions that are normatively expected from individuals in a particular context, especially in a social or organizational environment. This definition includes various dimensions, such as social expectations, role demands, functional responsibilities, individual identity, and patterns of interaction in the social environment. In other words, a role reflects how a person carries out responsibilities and adapts to the expectations set by the social structure or organization in which he or she is located. Therefore, the concept of role is not only related to what is done, but also to how the individual responds and adapts to the expectations inherent in his or her position in a social system. (Yudi Wahyudin, dkk, 2023).

The office as a work unit in an organization or company consists of three main components, namely human resources, supporting facilities, and types of work carried out. Effective management of these three elements will provide significant added value for the sustainability and development of the company. Office management has a number of strategic roles in supporting the running of the organization, including:

Supporting managerial decision-making through data management. Office management functions as a company data management center, which continues to grow every day. Unfortunately, many organizations have not realized the great potential of the data they have. When the data is managed and processed systematically, it will produce valuable information that can be utilized by all parts of the company, both operational and managerial. In this case, the office section plays an important role in the process of collecting, processing, and presenting strategic information to support decision-making by management. Provide administrative support for other work units. Every department or section in the company requires fast, professional, and accurate administrative services. When the administrative function runs well, activities in other sections can also take place efficiently and effectively. Thus, well-organized office management can encourage an increase in the company's overall performance and facilitate the operational control process. And Play a role in improving the quality of customer service. In addition to supporting the internal organization, office management also contributes to providing better service to customers. Neat and responsive administrative services will increase customer satisfaction and form a positive image of the company in the eyes of the public. Ultimately, increasing customer satisfaction and trust will have a positive impact on sales growth and business sustainability. (Ade Onny Siagian,2021).

Office work plays a central role in supporting various organizational activities, because its function is to provide administrative support through various operational activities. Office work can be likened to the lifeblood of an organization, where all managerial functions such as planning, organizing,

coordinating, directing, and controlling are highly dependent on the administrative services provided by the office unit. One of the main roles of office work is to provide the information needed by the organization's leaders to make the right decisions, as well as to help smooth the running of the organization's activities as a whole. In general, office work is a consequence of the implementation of the core (operative) activities of an organization. For example, in the context of educational institutions such as schools, the main activity is the learning process. To support these main activities, schools need to prepare lesson schedules, regulate the working hours of educators and education staff, prepare attendance lists, and carry out other administrative records all of which are part of office work. Therefore, office work management needs to be carried out effectively and efficiently. However, to achieve this level of efficiency and effectiveness, careful planning, good organization, and competent human resources in the field of office administration are required.

In the implementation of office administration, there are a number of basic principles that can be used as guidelines to create efficient and effective governance. These principles include:

Principle of Accuracy: Every office activity should be carried out on time and in accordance with established operational procedures. Compliance with time provisions and standard procedures will increase work effectiveness and efficiency, so that the implementation of administrative tasks can run optimally. Principle of Simplification: The work process in the office needs to be structured so that it can be carried out simply and without complications. To support this, a clear Standard Operating Procedure (SOP) is needed to cut unnecessary bureaucratic lines. Complicated procedures should be replaced with easier and more practical alternatives. Simplification also includes avoiding overlapping tasks in the work structure. Principle of Saving: The implementation of office work must prioritize the principle of efficiency, both in terms of manpower, time, space, and cost. This can be achieved by choosing the lightest, fastest, closest, cheapest work method, and does not overload available resources. Elimination Principle: Any activity or task that does not directly contribute to the end goal of the work should be eliminated. For example, if a workload requires only one person to complete it but there are two people in the position, then one of the personnel should be diverted to handle another, more essential task. Principle of Flexibility: To ensure the continuity of work under certain conditions, such as when an employee is absent due to illness or permission, then office tasks should be designed so that they can be done by other employees. This flexibility is needed so that there is no stagnation and backlog of work due to dependence on certain individuals. (Wildan Zulkarnain,2015).

## 2. Office Functions

The office has various important roles, including receiving, recording, managing, conveying information, and maintaining assets and wealth. Further explanation can be seen in the following description:

1. Receiving Information: One of the main functions of an office is to receive various forms of information, such as correspondence,

telephone calls, orders, invoices, and reports related to business activities. In addition to receiving incoming information, the office also has a role in collecting additional information that may be needed by management in the future.

2. **Recording Information:** The next function is to record and store data so that the information can be easily accessed when needed by management. All records must be stored not only as administrative references, but also as legal documents or evidence, as well as tools in the planning and supervision process of business operations by management.
3. **Organizing Information:** The office is responsible for organizing various types of information systematically so that they can be accessed and used by those who need them. For example, see the report on promotional activities carried out by the company with clear and readable information. This report is made by the party using data or information that has been systematically organized in the office.
4. **Providing Information:** The office is responsible for providing information to those who need it. Based on the data that has been received, collected, organized, and stored, the office provides the necessary information if management requests it. It is possible that the information presented is routine, while others can be special or incidental. In addition, people can get information verbally or in writing.
5. **Protecting Assets and Property:** In addition to other functions, the office also has an important role in protecting the company's assets or property. If the office is only limited to activities such as receiving, recording, managing, and conveying information, then its function has not been fully fulfilled. The office will not run optimally without efforts to protect assets, including information and data. Therefore, the office must be able to ensure that these assets are fully utilized for the benefit of the company and are not misused or fall into the hands of unauthorized parties.

Quible states that there are five types of office support functions:

**Routine Functions:** Archive management and duplication processes require careful thought. According to Gie, activities such as collecting, recording, processing, duplicating, sending, and storing data are included in routine administrative functions. From this explanation, it can be understood that administrative services include various recording, documentation, and archiving activities related to office operations. **Technical Functions:** Critical and innovative thinking is required, as well as decision-making skills, for example in compiling and evaluating reports. **Analysis Functions:** The ability to make considerations, make decisions, and have adequate administrative skills is required, including mastery of computer programs and office tasks. This system functions to present information about past conditions, current conditions, and future projections, including important events that occur both inside and outside

the company.

Interpersonal Function: The ability to assess and analyze is required as a basis for decision making, as well as skills in establishing relationships with others. Good interpersonal skills play a major role in improving overall human resource performance, because effective communication can provide appropriate feedback on behavioral changes, which are ultimately reflected in increased productivity. Managerial Function: Requires measuring, organizing, and motivating employee performance. (Rudi Salam, 2021). One of the functions in organizational management is to implement the systems and rules that apply within the organization. To carry out this function effectively, measurable and clear performance standards are required. These standards act as a reference in determining performance indicators to evaluate employee work results and facilitate the improvement process if errors occur. (Said Saggaf, 2014).

The arrangement and grouping of all office operational activities is called office organization. The function of office organization helps organizational leaders achieve organizational goals and make decisions. According to Rasyid and Putra's Office Management book, office organization elements consist of three (three) things: 1. A place where people interact and work together to achieve office goals. 2. The basic framework in which people do their work to receive, process, store, and present information. 3. A chart showing the structure and order of staff and the division of tasks. (Sovia Rosalin, dkk, 2022).

In essence, the main functions in office management are: Planning, namely planning; Organizing, namely organizing (arranging-arranging). Actuating, namely directing or leading (action). And controlling, namely supervision (monitoring and providing feedback). According to A. Rusdiana and Qiqi Yuliati Zakiah, here are some management functions that can be seen in office activities:

1. Planning. Planning is the initial step before a job is done, either in the form of ideas or in the preparation of a framework, with the aim of maximizing the results achieved. As one of the main functions in management, planning plays an important role in achieving goals effectively and efficiently. According to Anderson, planning means looking ahead and establishing a basis for actions to be taken in the future. (Syafarudin and Irwan Nasution, 2005). According to F. E. Kast and Jim Rosenzweig, planning is an integrated effort aimed at optimizing the effectiveness of overall activities, carried out as a system that is in line with organizational goals. This process includes establishing general guidelines, procedures, and starting points for implementing activities, which function as a guide and basis for collecting data for supervision, so as to minimize waste of time and other resources. (Syafiie, 2002). F. E. Kast and Jim Rosenzweig state that planning is a coordinated process, designed to increase the effectiveness of overall organizational activities. This process is carried out systematically and adjusted to organizational goals. This includes establishing general directions, operational procedures, and starting points for activities, which serve as guidelines for implementation and a basis for collecting information for monitoring purposes, in order to prevent wasting time and other production resources.

﴿يَا أَيُّهَا الَّذِينَ آمَنُوا اتَّقُوا اللَّهَ وَلْتَنْظُرْ نَفْسٌ مَّا قَدَّمَتْ لِغَدٍ وَاتَّقُوا اللَّهَ ۚ إِنَّ اللَّهَ خَبِيرٌ بِمَا تَعْمَلُونَ﴾

It means: *O you who believe, fear Allah and let everyone pay attention to what he has done for tomorrow (the afterlife). Have faith in Allah. Indeed, Allah is careful about what you do.*

2. Organizing. Organizing is the process of arranging, dividing, and distributing tasks, authority, and resources to members of the organization. According to Stoner, organizing is an effort to involve two or more people to work together in a structured manner to achieve one or more predetermined goals. (Engkoswara and Aan Komariah, 2012). According to Terry, organizing is one of the most crucial management functions, because it plays a role in organizing all the resources needed, including human elements, so that each task can be completed properly and successfully. (George R Terry, 2006). Islamic organizations are not just containers; they focus more on organizing work mechanisms. (Didin Hafidudin and Hendri Tanjung, 2003). Planning work relationships in an office environment also includes the provision of physical facilities to support increased productivity. In fact, the Qur'an also describes the organizing process, emphasizing the importance of creating unity in every action to achieve common goals. This is emphasized in Surah Ali Imran verse 103, where Allah says:

﴿وَاعْتَصِمُوا بِحَبْلِ اللَّهِ جَمِيعًا وَلَا تَفَرَّقُوا ۚ وَاذْكُرُوا نِعْمَتَ اللَّهِ عَلَيْكُمْ إِذْ كُنْتُمْ أَعْدَاءً فَأَلَّفَ بَيْنَ قُلُوبِكُمْ فَأَصْبَحْتُمْ بِنِعْمَتِهِ إِخْوَانًا وَكُنْتُمْ عَلَى شَفَا حُفْرَةٍ مِنَ النَّارِ فَأَنْقَذَكُمْ مِنْهَا ۚ كَذَلِكَ يُبَيِّنُ اللَّهُ لَكُمْ آيَاتِهِ لَعَلَّكُمْ تَهْتَدُونَ﴾

It means: *Hold fast, all of you, to the rope (religion) of Allah, do not become divided, and remember Allah's favor upon you when you were enemies, then Allah united your hearts so that by His grace you became brothers. (Also remember at that time) you were on the edge of hell, then Allah saved you from there. Thus Allah explains His verses to you so that you may be guided.*

3. Mobilization/Implementation. Managing and supervising office activities efficiently, establishing personnel policies to maintain expected work morale, and organizing training, orientation, promotion, and providing appropriate compensation are important steps in improving performance quality. In addition, maintaining a balance between internal and external communication between leaders and staff is also an important part of the managerial process. In order for all members of the organization, from the highest leaders to the lowest staff, to contribute to achieving organizational goals effectively and according to plan, work implementation becomes a major element in the management function. Terms such as directing, commanding, leading, and coordinating are included in this category of implementation functions. (Jawahir tantowi, 1983). In fact, the Qur'an has provided a foundation for the process of guidance, direction, and warning. This is emphasized in Surah Al-Kahfi verse 2, where Allah says:

﴿فَقِيمًا يُنذِرَ بِأَسَاسٍ شَدِيدًا مِّنْ لَّدُنْهُ وَيُبَشِّرَ الْمُؤْمِنِينَ الَّذِينَ يَعْمَلُونَ الصَّالِحَاتِ أَنَّ لَهُمْ أَجْرًا حَسَنًا﴾

It means: *(He made it a) straight book that He may warn you of a severe punishment*

*from Him and give good news to the believers who do good that they will have a good reward.*

*Prophet Muhammad SAW, as a noble person, is a real example in the application of management functions, especially when he gave direction and at the same time became a role model for his people. Rasulullah SAW. is known as the "living Qur'an", because all the teachings in the Qur'an are reflected in his behavior. He was always the first to carry out Allah's commands and avoid His prohibitions, so that his companions found it easier to follow and practice the teachings of Islam.*

4. Supervision. Supervision, also known as control, is one of the main functions in management. This function includes evaluation and corrective action if necessary, so that the activities of subordinates continue to run according to previously established goals and plans. Supervision also includes the implementation, development, and improvement of office administration systems and procedures. This includes improvements in each stage of supervision activities, such as monitoring activities, preparing and using forms and other office aids, and ensuring that the volume of work is in accordance with applicable work standards. In addition, the preparation of budgets, reports, and office operational instructions serve as tools to assist management and reduce operational costs. All of these activities, which are part of office management, are basically similar to general management functions. An office administration manager is responsible for planning, organizing, leading, and directing various office activities so that organizational goals can be achieved effectively. (Rusdiana dan Qiqi Yulianti Zaqiyah, 2021). In the Qur'an, the concept of supervision is transcendental, thus giving birth to discipline from within. Therefore, even in worldly affairs that are now often considered secular, the main motivation of Muslims in the early days was not material gain, but solely because of Allah. (Syafiie, 2000). In the Qur'an, Allah SWT says:

﴿ فَقَدْ كَذَّبُوا فَسَيَأْتِيهِمْ أَنْبَاءُ مَا كَانُوا بِهِ يَسْتَهْزِءُونَ ﴾

*It means: Indeed, they have denied (the Qur'an). So, someday news will come to them (the truth) about what (doom) they always mocked about.*

### 3. Office Objectives

Objectives are the ultimate goals of an organization or company's activities. In other words, goals are something that an organization or company wants to achieve. As part of the planning function, formulating goals is the first step in the management function. The next steps, namely planning, organizing, driving, and controlling, can only be done after the goals have been known and written down. PoAC is an abbreviation for the series of activities. The purpose of the office is to provide a service system that includes communication and storage. The office also has many tasks, such as receiving, recording, organizing, and providing information and protecting assets and property. (Armida Silvia Asriel, 2016).

The goals or targets to be achieved Office functions that help achieve company profits can be pursued in the following ways. **Efficiency**, which means pursuing the highest savings when carrying out administrative tasks. This



includes conditioning employees to reduce difficulties and dissatisfaction. To support the success of the company, the administration department must pursue administrative tasks with efficiency. This is because the administration department is often considered less important, so that supervision of administrative activities is often wasted. Information, namely that employees at all levels and from all departments have access to information that is complete enough and can be used for decision making. Good and ready-to-use information must be relevant, accurate, timely, complete, adequate, up-to-date, reliable, understandable, and comparable to eight standards. Coordination, which means perfect coordination between various groups vertically and horizontally in the decision-making process and task execution. (Ida Nuraida,2022).

The objectives of office management are as follows: Providing comprehensive and efficient information to those who need it to support the implementation of activities. Preparing useful records and reports and providing appropriate financing according to needs. Ensuring that the needs of the organization or company are met sustainably. And Carrying out administrative tasks carefully and providing optimal service to customers and partners. Preparing comprehensive, contextual, up-to-date, accurate, and accountable documentation. (Nurdelima Waruwu,2022).

## CONCLUSION

Office management does many things, such as helping managers make decisions about the office, which serves as the company's data center. Office management is also very important to help managers make strategic decisions for the company, and to help other departments by providing administrative services and improving customer service.

The office receives, records, organizes, provides, and protects assets and property. Planning (planning) and organizing (organizing) are two main tasks in office management. Supervision is action, and leadership is control.

The office aims to provide a service system that includes storage and communication. Receiving, recording, organizing, providing, and protecting assets and property are some of the tasks performed by the office. The objectives of office management are as follows: providing complete and efficient information for those who need it for implementation; providing useful records and reports and appropriate financing; helping businesses or companies maintain and meet needs; and providing effective services to customers and partners.

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